

### THERMOSTAT TROUBLESHOOTING

#### Blank Screen

1. Make sure that the furnace power is turned on at the breaker panel and ensure fuses are not blown. (Having extra proper-size fuses on hand is a good idea.)
2. Check that the furnace service disconnect switch is in the "ON" position. (Most forced air furnace service switches look like wall light switches and are located at or near the furnace.)
3. Verify that your furnace is still operating. Sometimes a furnace may shut down while operating in the heating mode because of restricted airflow (usually caused by a clogged air filter). Change the air filter. The peaksaver thermostat should reset after 10 -15 minutes and the furnace should restart. If changing the air filter does not correct this condition, please call your HVAC service company as this is likely a furnace problem, not the thermostat.
4. Check if there is a power outage. It is normal for the peaksaver thermostat screen to go blank during a power outage. However, your program and settings will be retained. After the power returns, the thermostat will reset and normal operation will resume (in a few seconds for heat and about five minutes for cooling).

#### No A/C

1. Ensure the peaksaver thermostat is engaged in the cooling mode. This is accomplished by pressing the system button until "COOL" is displayed on the screen.
2. Make sure that "ON" is displayed on the screen.
3. Check to see if anyone in the home changed the temperature setting. Be aware that raising the set point above room temperature and then immediately lowering it below room temperature will cause the peaksaver thermostat to hold off the air conditioning for about five minutes before restarting. (This time delay helps protect your air conditioning unit.)
4. Make sure that the A/C breaker and service disconnect switch is turned on, if the furnace fan is blowing air but the A/C unit is not cooling.
5. Have your HVAC company service your system, if you have checked all of the above and your air conditioner is still not working.

#### No Heat

1. Make sure the peaksaver thermostat is engaged in the heating mode. Press the system button until "HEAT" is displayed on the screen.
2. Make sure that "ON" is displayed on the screen.
3. Check that the furnace is running.
4. Contact your HVAC service company if the furnace is cycling through the start sequence many times and/or the fan is blowing unheated air only.

### **Furnace Fan Runs Continuously**

1. Be sure the fan setting on the peaksaver thermostat is in the auto position. If "FAN" is displayed on the screen, the fan is in the on position. Press the FAN key on the peaksaver thermostat to remove the "FAN" segment from the display. If "FAN" is displayed, the blower runs continuously. If "FAN" is not displayed, the blower runs only when the peaksaver thermostat calls for heating or cooling air.
2. Check the fan limit control on your furnace. Some furnaces have a small metal box located inside or outside of the furnace with a white pull/push switch.
  - To run the blower continuously, press the white knob in.
  - To run the blower only when heat is needed, pull the white knob out.

### **Other Thermostat Display Messages**

1. If "CALL" is flashing on your peaksaver thermostat screen, please contact our service number immediately and we will dispatch a technician. (Your heating and cooling system will operate as normal in the meantime.)
2. If "BAT LO" is flashing on screen, it is time to change the batteries in your peaksaver thermostat. (It is important to replace these batteries, as they maintain the time and day settings should the power to your furnace be interrupted.)

### **Programming Your peaksaver Thermostat**

For complete programming instructions, please refer to your peaksaver thermostat operating manual. (This would have been given to you by the technician during installation or placed in the pocket of this guide.)

### REMOVALS

#### Programmable Thermostats Removal

It is strongly recommended that this work be completed by an HVAC professional or a certified electrician.

The peaksaver PLUS thermostat could be either an Express thermostat or a UtilityPRO thermostat. One should first identify the type of thermostat currently installed.

Express thermostat: is an older version beige in colour, it has a flip door to access the control buttons and a small screen with no back-light.

UtilityPRO thermostat: is a touch screen thermostat with a 4"x3" green screen with back-light.

Steps for removing the Express thermostat:

- Power to the furnace must be turned off
- Make note of thermostat wiring or take a picture; usually there are only 4 wires unless it is connected to a heat pump system
- Express thermostat should be disconnected
- Wires should be connected to new thermostat on the designated terminals
- Sometimes inside the furnace there is one contactor with coil terminals connected to the furnace computer board; that should be disconnected and removed
- The cable with 4 wires between the new thermostat and the furnace has to be connected to the same designated terminals (thermostat and furnace computer board)
- After turning the furnace power back on everything should be functional

Steps for removing the UtilityPRO thermostat:

- Power to the furnace must be turned off
- Make a note of thermostat wiring or take a picture
- If there are 4 wires that means there is a wiresaver module connected at the furnace before the furnace computer board
- The module connected at the furnace before the furnace computer board has to be disconnected and removed
- The cable with 4 wires between the new thermostat and the furnace has to be connected to the same designated terminals (thermostat and furnace computer board)
- If the Utility Pro thermostat was connected with 5 wires there is straight connection between the thermostat and furnace computer board. In this case the new thermostat should be wired exactly the same if it supports 5 wires; if not the standard 4 wires should be connected
- After turning the power back on everything should be functional

#### Electronic Switch Removal - LCR 5000 switch for hot water tanks or swimming pool pumps

The switch must be removed by a certified electrician.

The LCR 5000 has a normally closed 240V relay connected in series with one of the power supply lines coming from the electrical panel to the appliance.

Figure 1: shows physical mounting of a switch to the hot water tank.

Figure 2: shows connections inside the electrical connection box.

Typically electrical connections are made inside the connection box on the hot water tank or swimming pool pump. There are very few instances where the connections were made at the electrical panel or

inside the box of the LCR 5000 switch. Regardless of what connection box was used, the wires are always connected as shown in Fig. 2

Steps for removal of the LCR 5000 switch:

- Turn the power off to the appliance at the electrical panel
- Confirm the power is off at the appliance
- Identify the switch and connection box
- Remove the switch connections for the relay, power supply and ground wire (5 wires)
- Make sure you reconnect the power supply L1, L2 to load L1, L2
- Make sure you cap/plug the 1/2" hole of the connection box previously used for switch wires
- Physically remove LCR 5000 switch from the wall or alternate location
- Turn the power back on and check to make sure you have power at the appliance (240V)
- Test the appliance to ensure functionality

Figure 1:

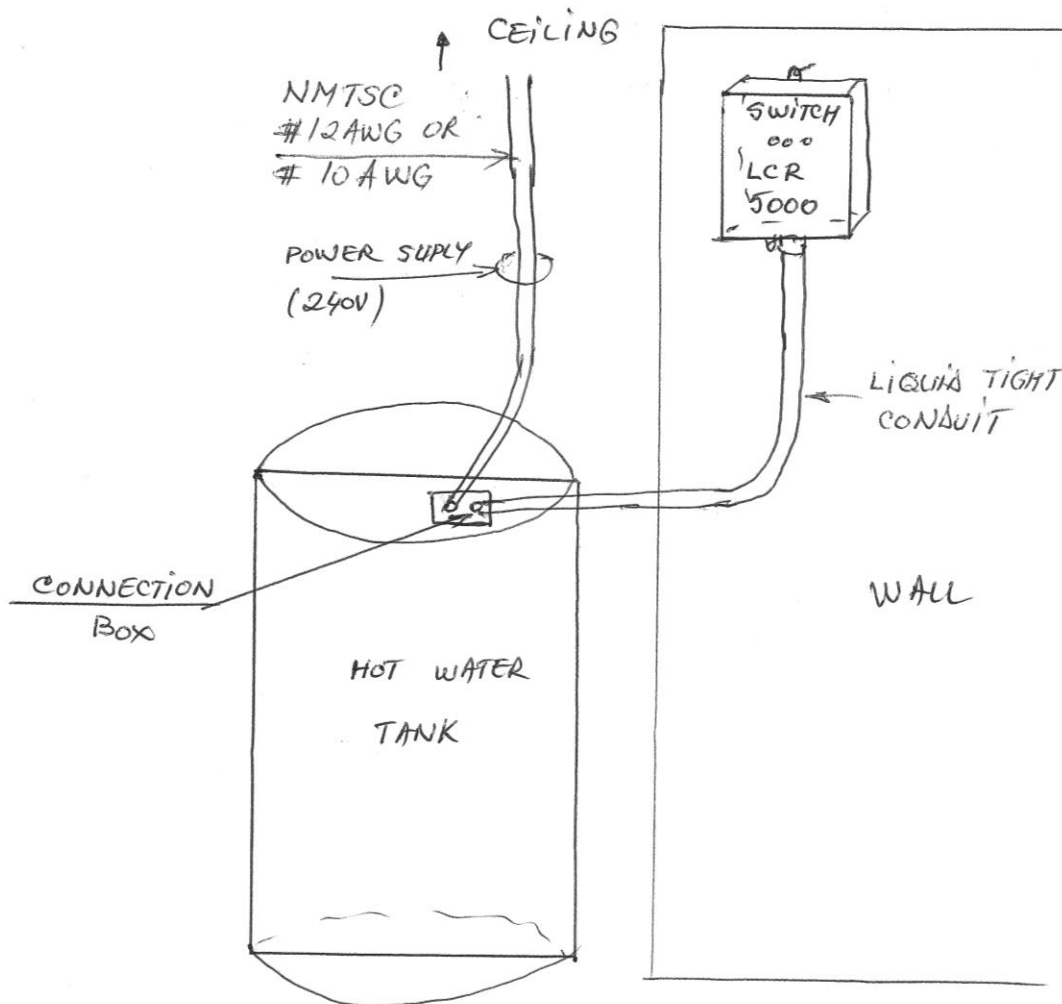


Figure 2:

